

**FINAL INSPECTION REPORT**  
**Under the *Retirement Homes Act, 2010***

| Inspection Information   |  |
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| <b>Date of Inspection:</b> March 8, 2017   | <b>Name of Inspector:</b> Julie Hebert |
| <b>Inspection Type:</b> Routine Inspection   |  |
| <b>Licensee:</b> 2198060 Ontario Inc. / 190 Stanley Avenue, Chatham, Ontario N7M 3J9 (the "Licensee")                      |  |
| <b>Retirement Home:</b> Eden Villa Retirement & Assisted Living/ 190 Stanley Avenue, Chatham, Ontario N7M 3J9 (the "home") |  |
| <b>Licence Number:</b> S0095   |  |

| Purpose of Inspection   |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE  |
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| <p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <p style="padding-left: 40px;">(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;</p>                |
| <p><b>Inspection Finding</b></p> <p>Not all staff were trained at orientation in the above noted area.</p>  |
| <p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>   |
| <p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>11. (1)</b> For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:</p> <p style="padding-left: 40px;">3. An explanation of the procedures to be followed in the case of an evacuation.</p> |

**Inspection Finding**

The home had not posted procedures to be followed in the case of an evacuation.

**Outcome**

The Licensee submitted a plan to achieve compliance by March 31, 2017. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.**

Specifically, the Licensee failed to comply with the following subsection(s):

**23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

(d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.

**Inspection Finding**

The home's behavior management policy was not in alignment with the above noted section.

**Outcome**


The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (the "RHRA") and the home's Residents' Council, if any.

Section 55 of the RHA requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Public Register, available online at <http://rhra.ca/en/register/>

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| Signature of Inspector<br> | Date<br>March 27, 2017 |
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